

W-20435A-09-0296  
W-20435A-09-0298

ORIGINAL



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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009      80942

Date: 8/7/2009

Complaint Description:      08E   Rate Cases Items - In Favor  
N/A   Not Applicable

Complaint By:      First:      Last:  
Eric      Grissell

Account Name:      Eric Grissell

Home: [REDACTED]

Street: [REDACTED]

Work:

City:      Sonoita

CBR:

State:      AZ      Zip: 85637

Is:

Utility Company:      Sonoita Valley Water Company

Division:      Water

Contact Name:      Southwest Utility Management, Inc.

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\*DOCKET NO. E-20435A-09-0296\*\*\*\*\*

Arizona Corporation Commission  
Utilities Division  
400 West Congress, Suite 218  
Tucson, AZ 85701-1347

Arizona Corporation Commission  
DOCKETED

AUG 18 2009

DOCKETED BY [Signature]

Re: Increased rates for the Sonoita Valley Water Company

I attended the 4 June 2009 meeting in Sonoita concerning increased rates for the Sonoita Valley Water Company. Unfortunately my comments are coming rather late, but we were told that comments would be considered at any time before final decisions were made.

My house is among the latest (if not the latest) to be incorporated into the well system (2006), and I am greatly concerned that no attention is paid to new construction vs. water needs. For two years after I arrived, my house had faltering water pressure and no water at various times of the week. I was told my house was at the highest point in the system and that pumping was inadequate. That should have been made clear before I was allowed to build. As a result I spent nearly \$4500 to have a storage tank and pump installed. At the time I considered drilling a well but was informed that things were being taken care of and would get better! That does not seem to be the case. In retrospect it was (and is) apparent that no new construction should have been allowed and that a building moratorium should have been in effect until the water situation could be corrected for the residents already living here. And yes, it should have applied to me. I should not have been allowed to build. In fact if someone would repay the cost of my house I'd tear it down and move away, thus increasing the water supply to other residents. No one should have been allowed to build here in deference to the home owners who were already suffering water problems. I would not have built had I known the full extent of the water situation and the burden it imposed on others as well as myself. It is the height of ignorance not to recognize problems of simple

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supply and demand and to allow continued building knowing that water problems may not be solved even with the suggested expenses being discussed.

Speaking as a biologist, an environmentalist, and concerned citizen there is a need to understand the limits of sustainability based on reality. If the water supply is inadequate to begin with, then simply throwing hundreds of thousands of dollars down a hole and praying that things will get better is not going to solve the problem. It seems that the first step should be to discover and repair the causes of water loss which amount to over twice the gallonage pumped in 2008 according to the Corporation Commission. If these figures are correct, then simple conservation is the first priority. In our environment it is wrong to waste water, whether at the pump or at the house. The second priority would be to limit construction until the water supply fits the demands of the current residents and will dependably do so for the foreseeable future.

I am not opposed to paying necessary increases as they are needed, but only if the system is realistically and thoughtfully managed relative to future needs.

Sincerely,

Eric Grissell

[REDACTED]

Sonoita, AZ 85637-0739

cc Board of Supervisors, Nogales

\*End of Complaint\*

#### Utilities' Response:

#### Investigator's Comments and Disposition:

8/10/2009 \*\*\*\*\*DOCKET NO. W-20435A-09-0296\*\*\*\*\*

Opinion noted and filed in DOCKET NO. W-20435A-09-0296 by Trish Meeter

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THE FOLLOWING LETTER WAS MAILED TO CONSUMER :

August 10, 2009

RE: SONONITA VALLEY WATER COMPANY

Dear Mr. Eric Grissell:

Your letter regarding the Sononita Valley Water Company ("SVW") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the ("SVW") application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148.

Sincerely,

Jenny Gomez  
Consumer Analyst I  
Utilities Division  
\*End of Comments\*

**Date Completed:** 8/10/2009

**Opinion No.** 2009 - 80942

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